IT UPDATE

OFFICE OF THE STATE PUBLIC DEFENDER

Update provided to the
MONTANA PUBLIC DEFENDER COMMISSION
July 18, 2008

JustWare

- In general, network performance continues to be acceptable; however, if the "enable pop-ups reminder" option is turned on any desktop we are experiencing significant network degradation on that segment. We have asked New Dawn to provide an update to the code so we can globally turn this off until it is fixed.
- We are diagnosing isolated errors (which appear to be user/desktop specific). The impact is not impeding work process.
- Interviews have been conducted for the case management support position.
- A standard user manual has been developed to include instruction on all levels of JustWare access from data entry to read-only.

Reports

- Our System Analyst has been focusing on establishing a "reporting environment" and learning the OPD databases.
- A number of reports have been developed to assist accounting and contract management staff to improve productivity. These reports include case and/or accounting data. For example, reports are being developed to pre-populate claim forms for contract attorneys.

Brief Bank

- A brief bank skeleton has been setup with MontanaProBono to test and demonstrate the functionality.
- At this time, there is no cost to OPD to have this hosted.
- The brief bank will:
    - Be available to both state employees and contractors.
    - Requires a user selected password for access.
    - Provide keyword and full text search abilities.
- Eric Olson is leading the effort to define the folder structure and will administer the system (approve and upload briefs).